

FIG. 1

200

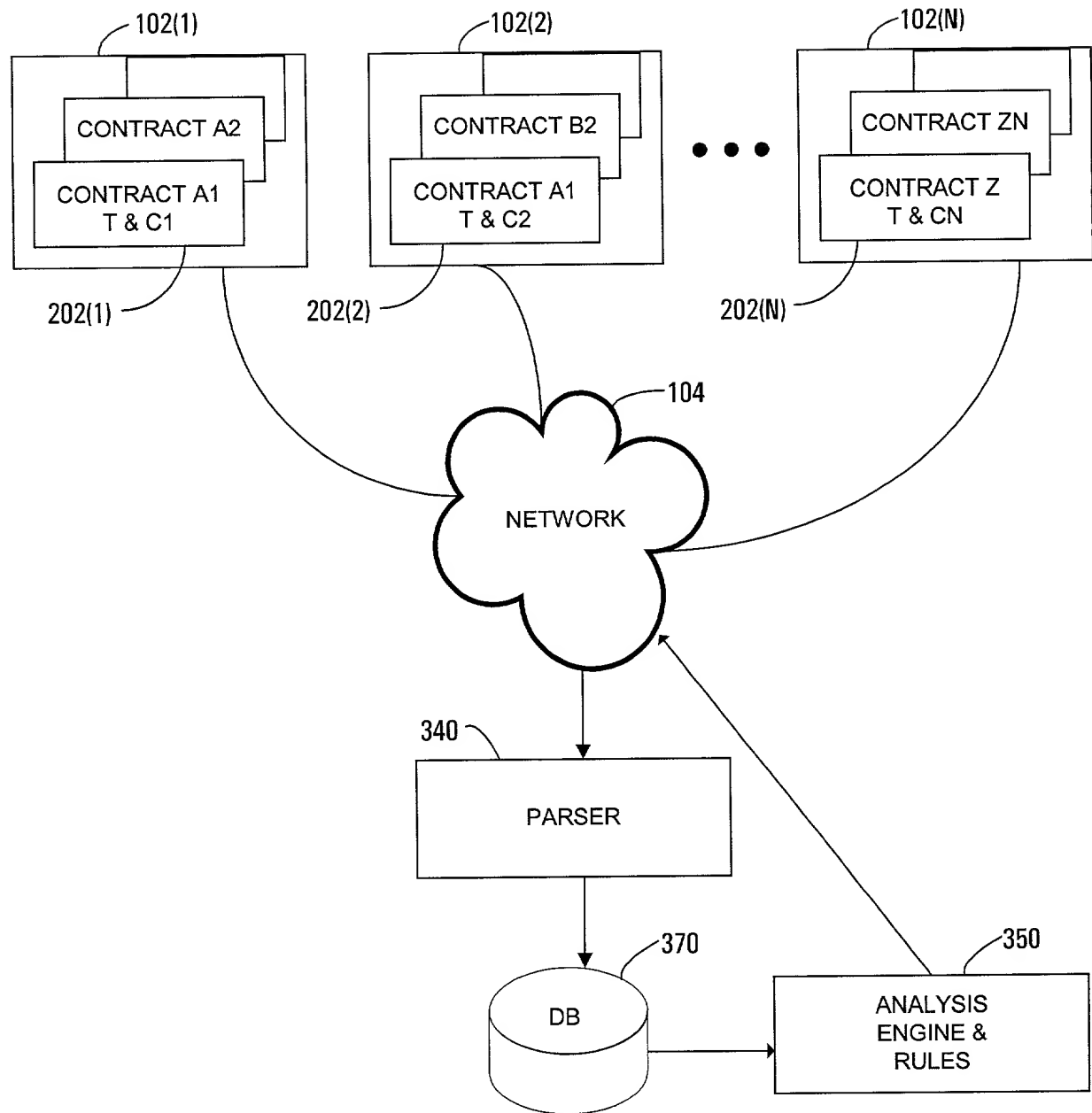


FIG. 2

300

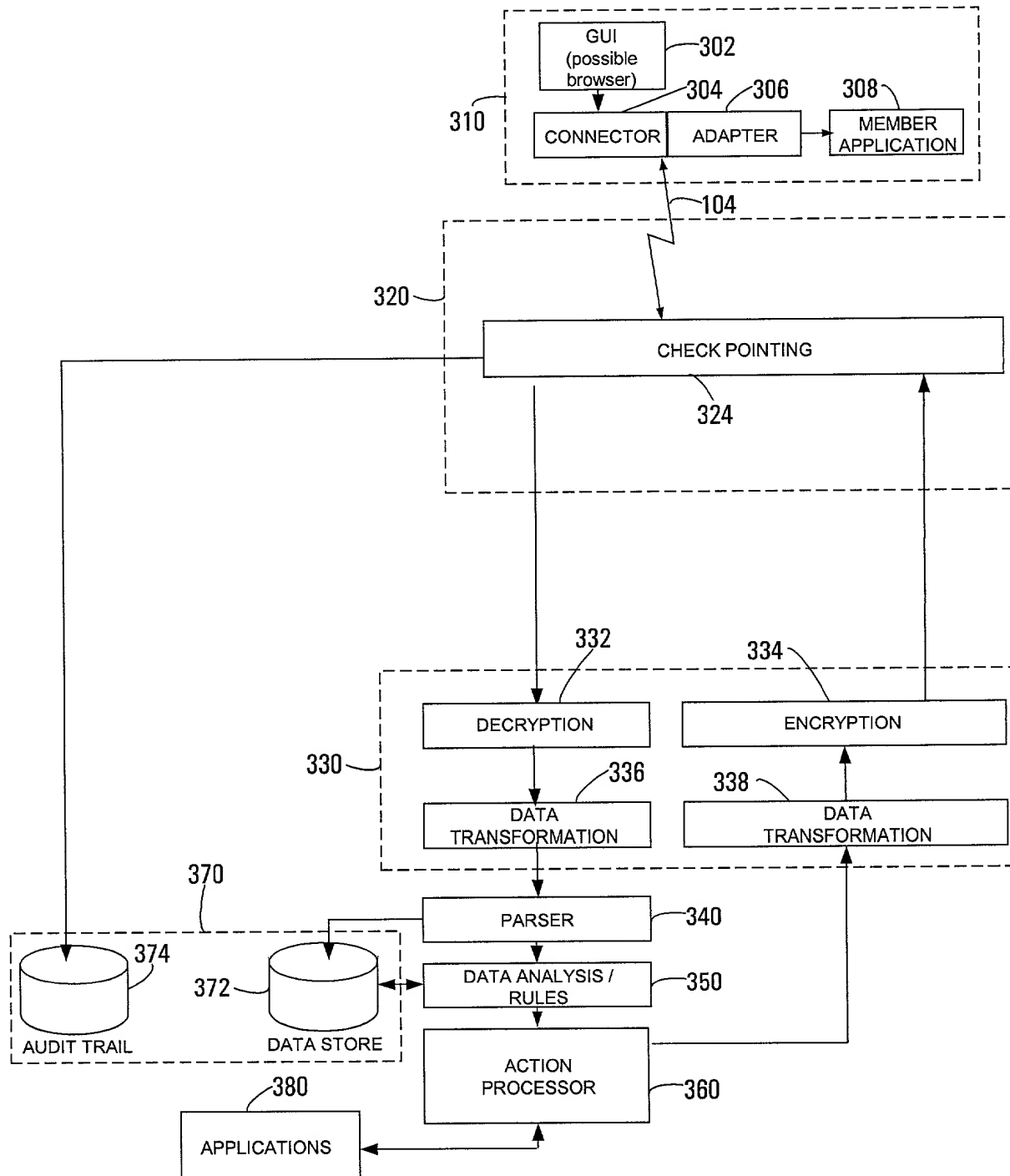


FIG. 3

400

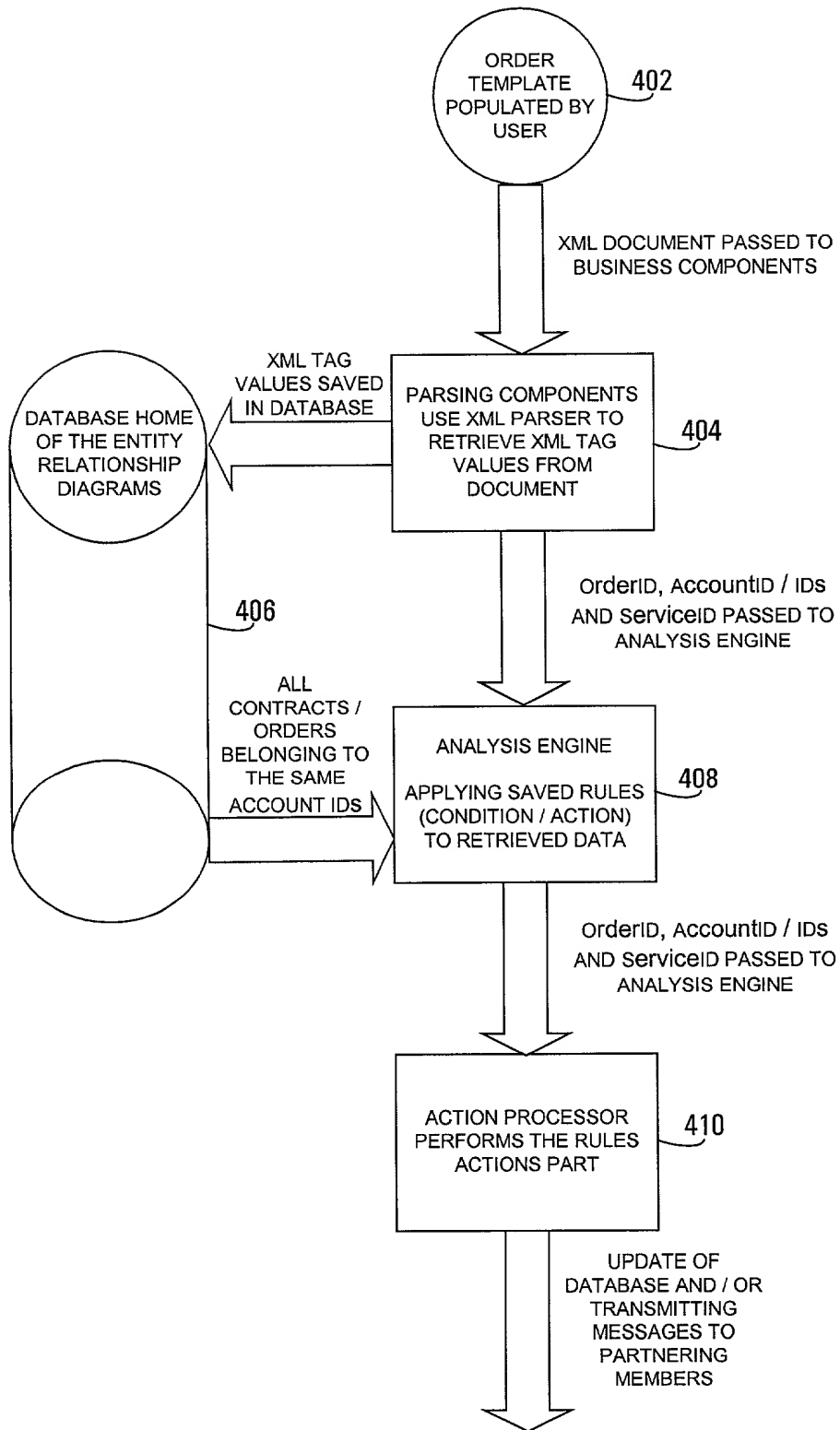


FIG. 4

500

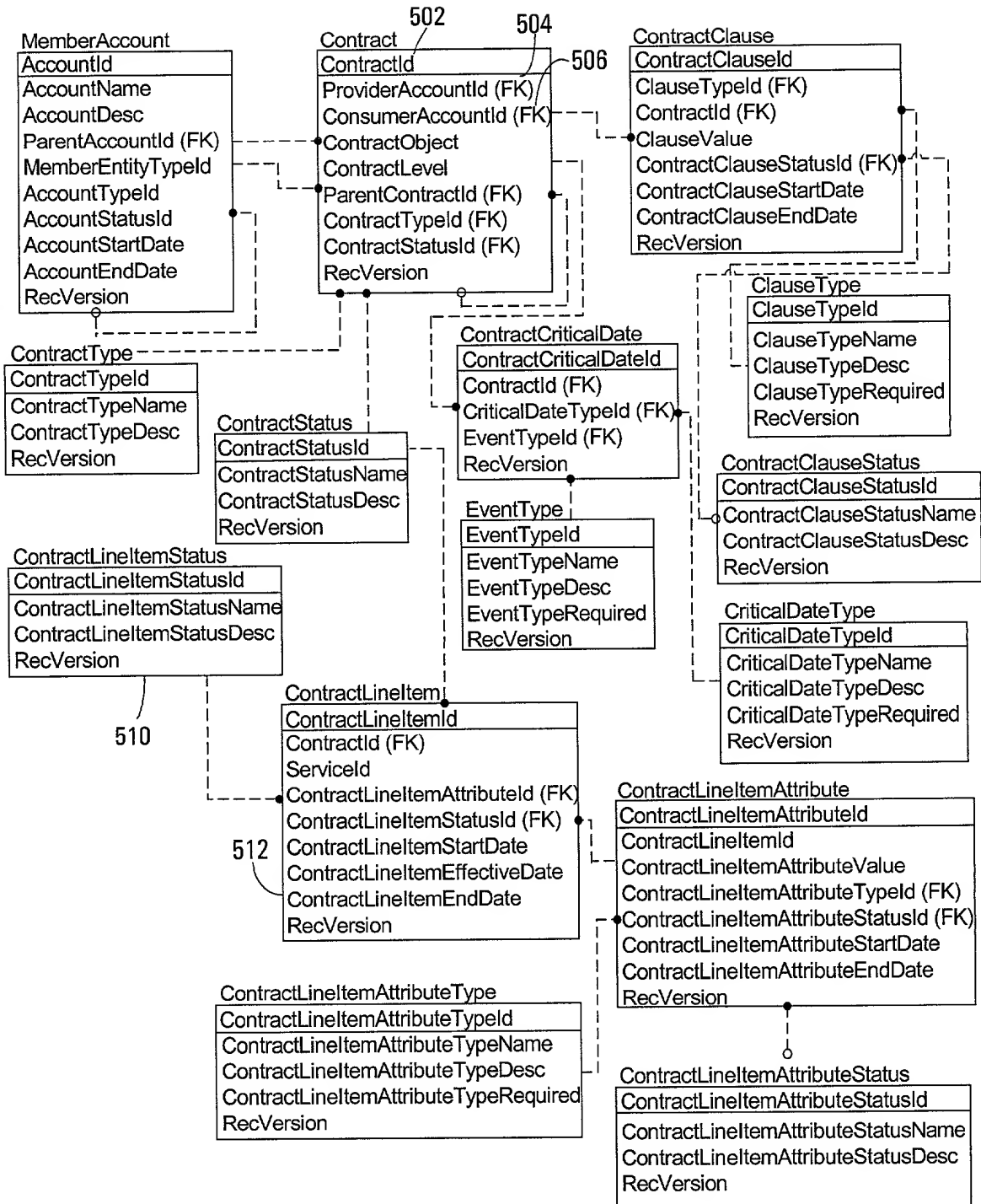


FIG. 5A

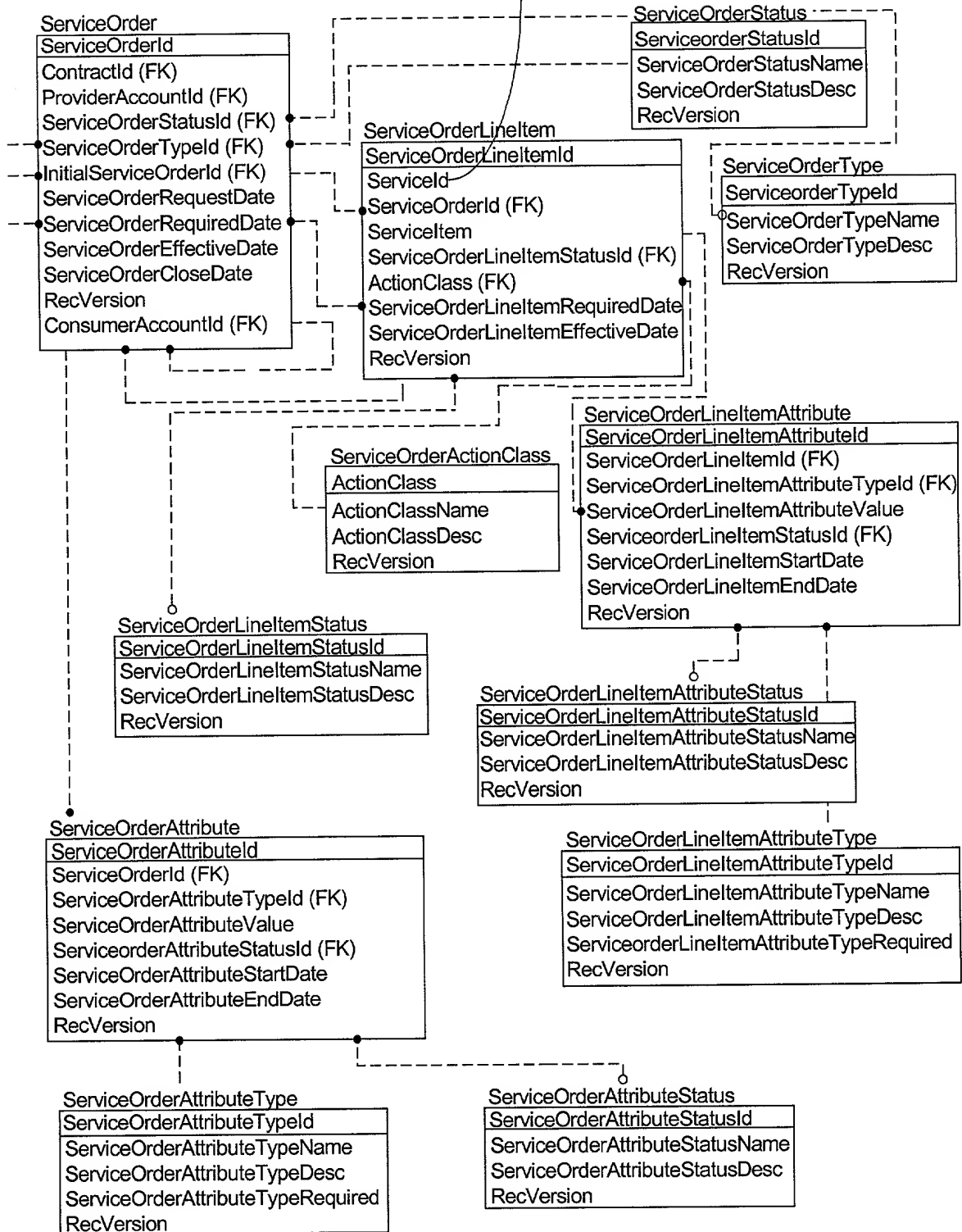


FIG. 5B

600

```

<?xml version ="1.0"?>
<!DOCTYPE Contract SYSTEM "PartnerCommunityNamespace.dtd">
<Order>
  <OrderID>only text</OrderID>
  <AccountID>only text</AccountID>
  <UserID>only text</UserID>
  <OrderLineItem>
    602 ── <Service>
      <ServiceID>only text</ServiceID>
      <Account>
      </Account>
      <CriticalDates>
      </CriticalDates>
      <Attributes>
        <AttributeType>only text</AttributeType>
        <AttributeValue>only text</AttributeValue>
        <DisplayName>only text</DisplayName>
        <Description>only text</Description>
        <DataType>only text</DataType>
        <Flags>only text</Flags>
        <Importance>only text</Importance>
        <Status>only text</Status>
      </Attributes>
      <Title>only text</Title>
    604 ── </Service>
      <Attributes>
        <AttributeType>only text</AttributeType>
        <AttributeValue>only text</AttributeValue>
        <DisplayName>only text</DisplayName>
        <Description>only text</Description>
        <DataType>only text</DataType>
        <Flags>only text</Flags>
        <Importance>only text</Importance>
        <Status>only text</Status>
      </Attributes>
      <OrderLineItemID>only text</OrderLineItemID>
      <CriticalDates>
        <DateID>only text</DateID>
        <DateName>only text</DateName>
        <DateValue>only text</DateValue>
        <DateDescription>only text</DateDescription>

```

FIG. 6A

```
<Flags>only text</Flags>
<Importance>only text</Importance>
<Status>only text</Status>
<Event>
  <EventType>only text</EventType>
  <EventDescription>only text</EventDescription>
</Event>
</CriticalDates>
<ActionClass>only text</ActionClass>
<Status>only text</Status>
</OrderLineItem>
<ContractID>only text</ContractID>
<Attributes>
  <AttributeType>only text</AttributeType>
  <AttributeValue>only text</AttributeValue>
  <DisplayName>only text</DisplayName>
  <Description>only text</Description>
  <DataType>only text</DataType>
  <Flags>only text</Flags>
  <Importance>only text</Importance>
  <Status>only text</Status>
</Attributes>
<Status>only text</Status>
</Order>
```

FIG. 6B

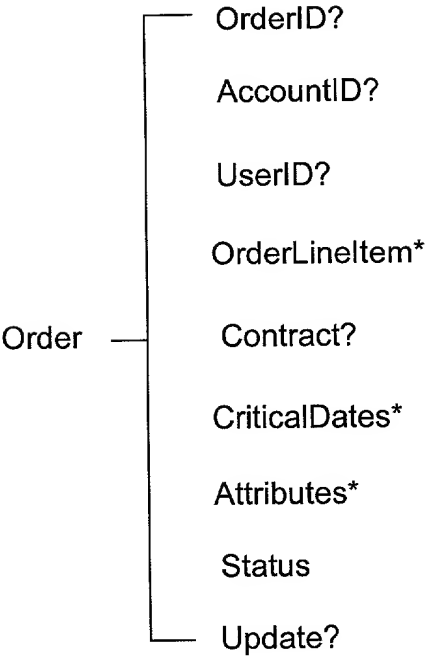


FIG. 7

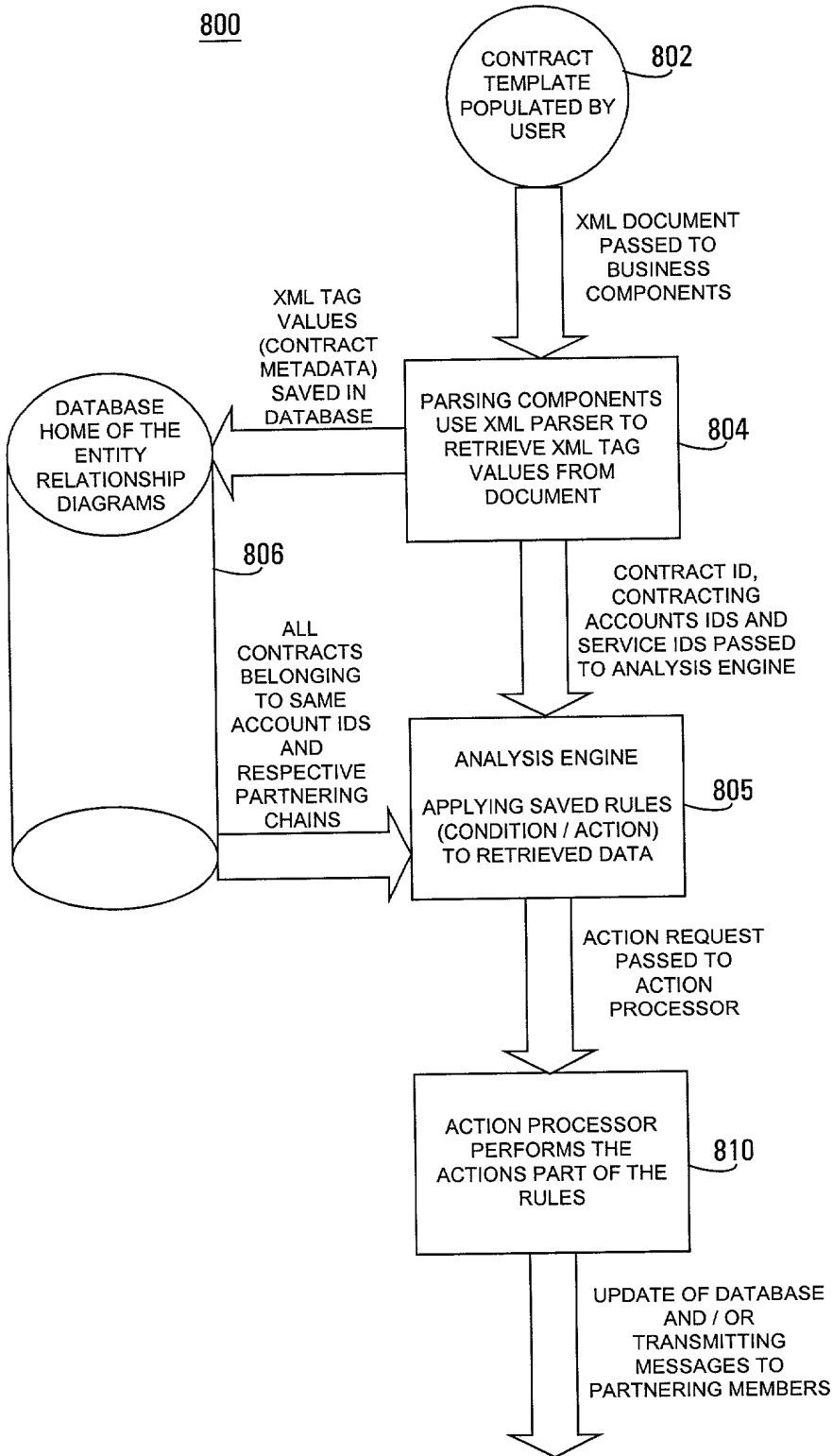


FIG. 8

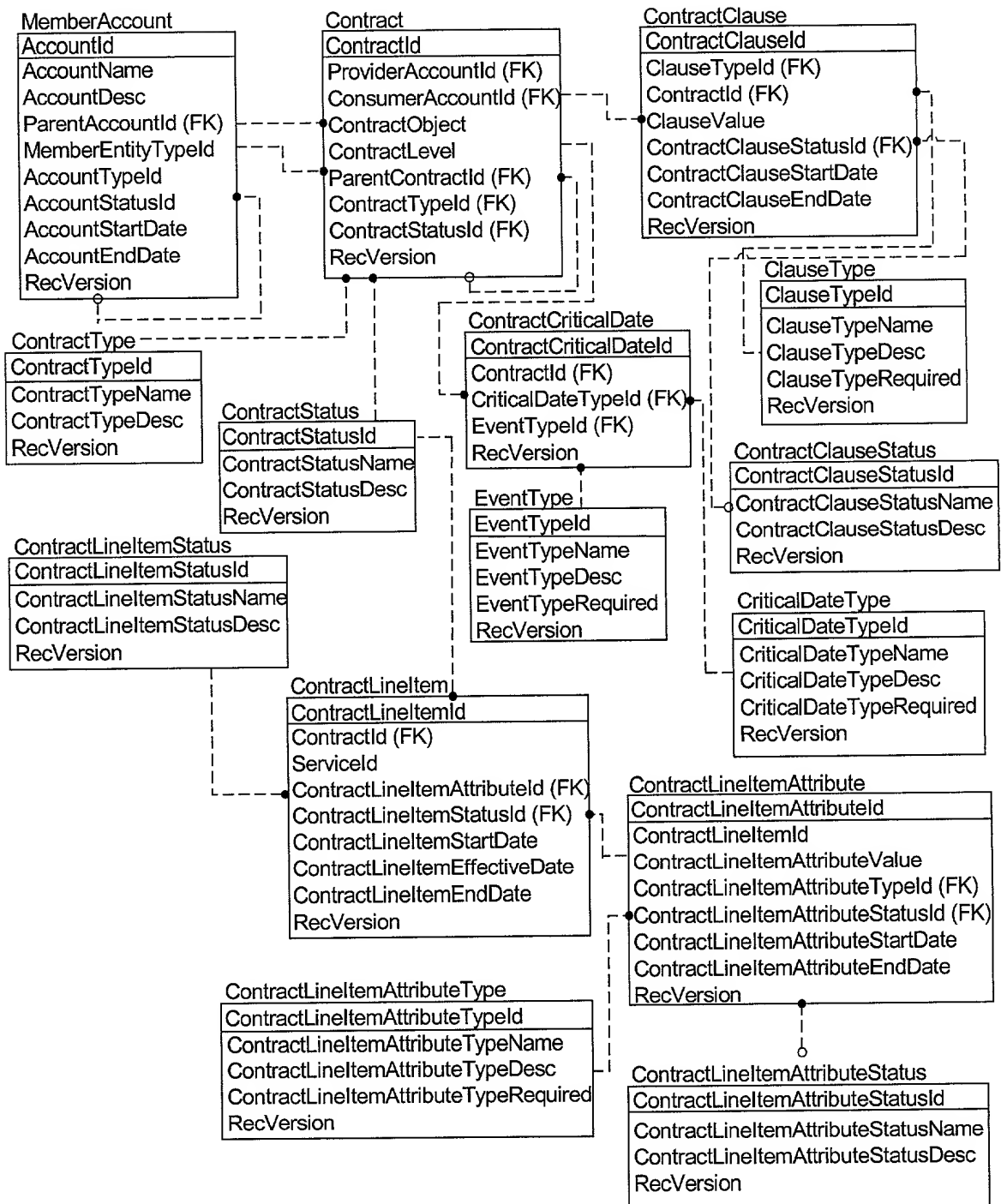


FIG. 9

+

12/55

1000

```

<?xml version="1.0"?>
<!DOCTYPE Contract SYSTEM "PartnerCommunityNamespace.dtd">
<Contract>
  <Status>only text</Status>
  <ContractID>only text</ContractID>
  <ParentContractID>
    <ContractID>only text</ContractID>
  </ParentContractID>
  <ChildContracts>
    <ContractID>only text</ContractID>
  </ChildContracts>
  <ProviderAccount>
    <Account>
    </Account>
  </ProviderAccount>
  <ConsumerAccount>
    <Account>
    </Account>
  </ConsumerAccount>
  <ContractLineItem>
    <LineItemID>only text</LineItemID>
    <Service>
      1002 — <ServiceID>only text</ServiceID>
        <Account>
        </Account>
        <Attributes>
          <AttributeType>only text</AttributeType>
          <AttributeValue>only text</AttributeValue>
          <DisplayName>only text</DisplayName>
          <Description>only text</Description>
          <DataType>only text</DataType>
          <Flags>only text</Flags>
          <Importance>only text</Importance>
          <Status>only text</Status>
        </Attributes>
        <Title>only text</Title>
      </Service>
      1004 — <Attributes>
        <AttributeType>only text</AttributeType>
        <AttributeValue>only text</AttributeValue>
        <DisplayName>only text</DisplayName>
        <Description>only text</Description>
        <DataType>only text</DataType>
        <Flags>only text</Flags>
        <Importance>only text</Importance>
        <Status>only text</Status>
      </Attributes>
    </ContractLineItem>
  </Contract>

```

FIG. 10A

+

```

        <Flags>only text</Flags>
        <Importance>only text</Importance>
        <Status>only text</Status>
    </Attributes>
    <Status>only text</Status>
    <StartDate>only text</StartDate>
    <EffectiveDate>only text</EffectiveDate>
    <EndDate>only text</EndDate>
</ContractLineItem>
<ContractClause>
    <ClauseID>only text</ClauseID>
    <ClauseType>
        <ClauseTypeID>only text</ClauseTypeID>
        <Name>only text</Name>
        <Description>only text</Description>
    </ClauseType>
    <ClauseValue>only text</ClauseValue>
</ContractClause>
<CriticalDates>
    <DateID>only text</DateID>
    <DateName>only text</DateName>
    <DateValue>only text</DateValue>
    <DateDescription>only text</DateDescription>
    <Flags>only text</Flags>
    <Importance>only text</Importance>
    <Status>only text</Status>
    <Event>
        <EventType>only text</EventType>
        <EventDescription>only text</EventDescription>
    </Event>
</CriticalDates>
<Level>only text</Level>
<ContractType>
    <Type>only text</Type>
    <Name>only text</Name>
    <Description>only text</Description>
</ContractType>
</Contract>

```

FIG. 10B

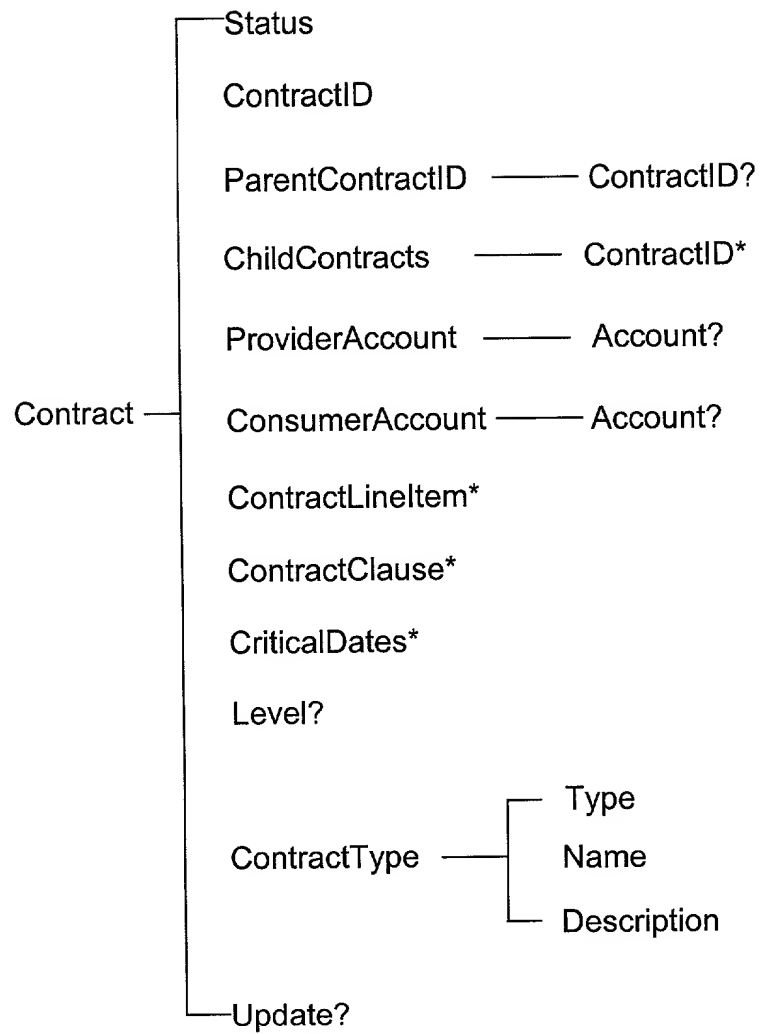


FIG. 11

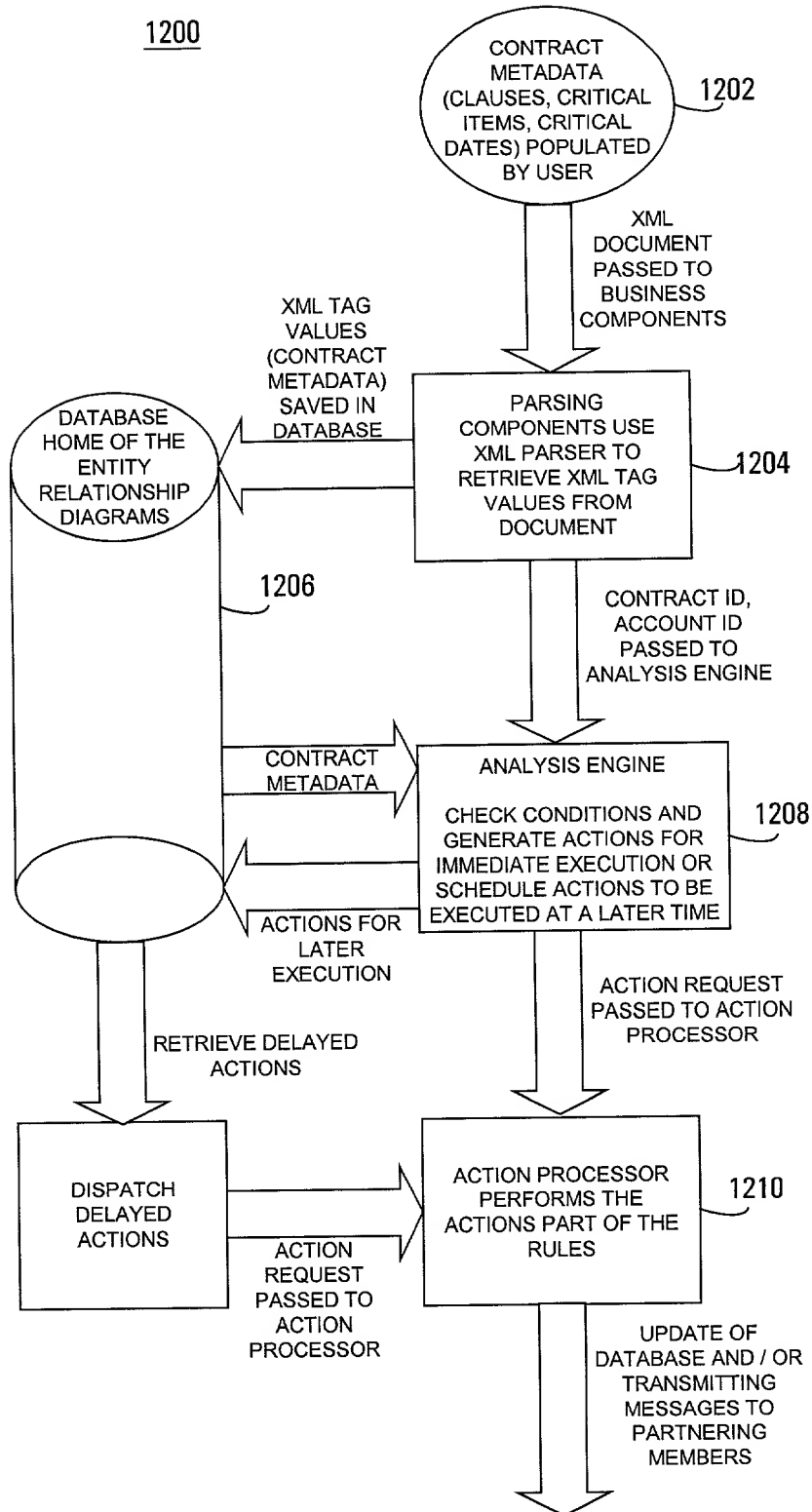


FIG. 12

1300

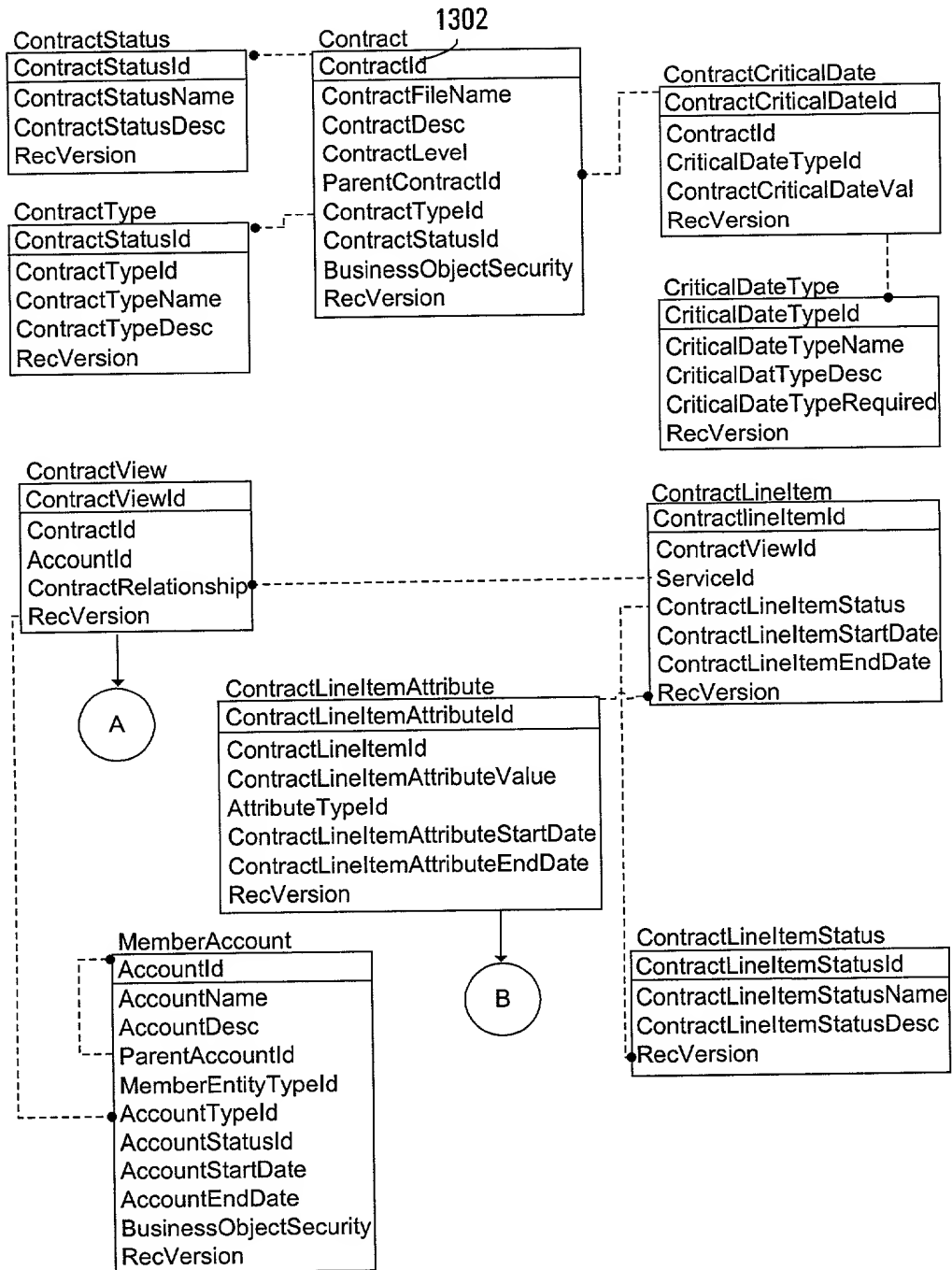


FIG. 13A

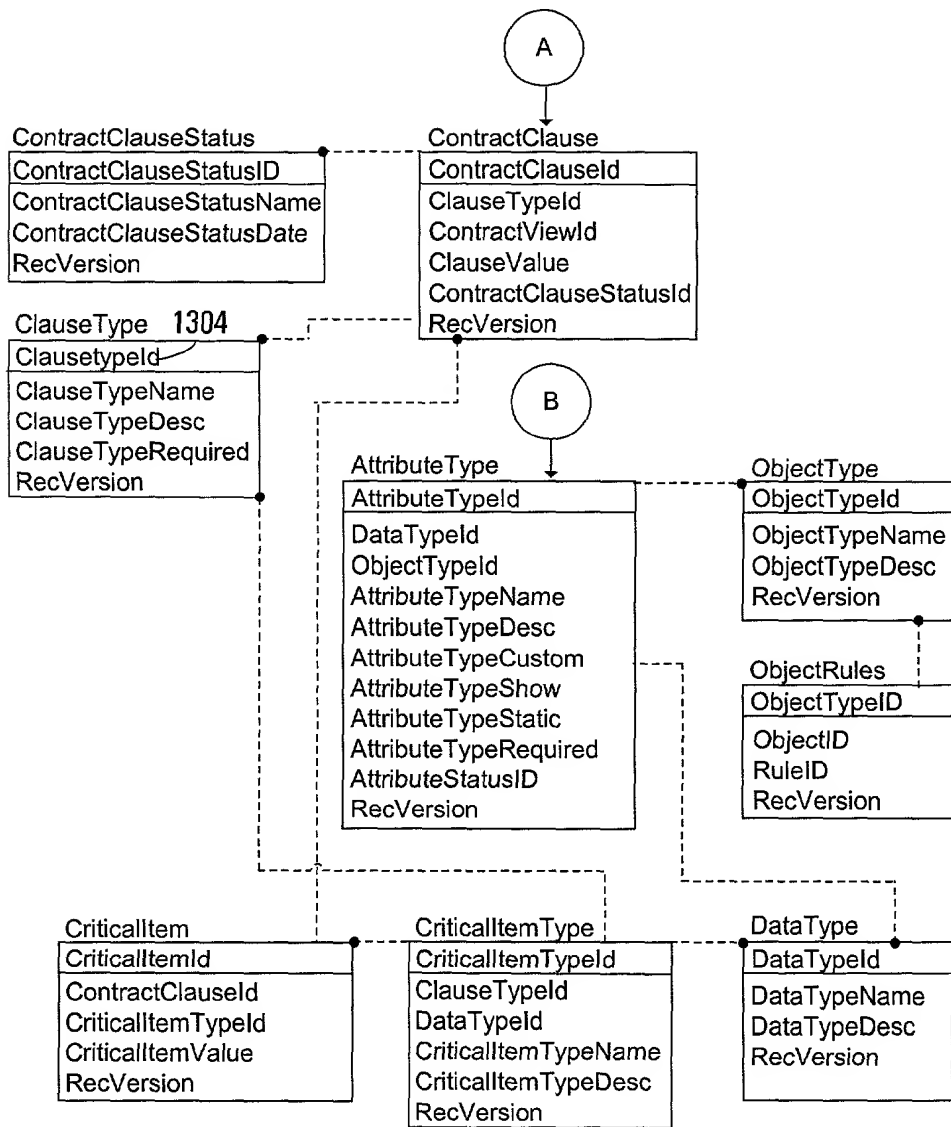


FIG. 13B

```

<?xml version="1.0"?>
<!DOCTYPE DocumentBody SYSTEM
"file:///C:/inetpub/wwwroot/PartnerCommunity/Schemas/PartnerCommunityNamespacePH3.dtd"
>
<!--Generated by XML Authority.-->
<DocumentBody>
  <DocumentHeader>
    <SecurityContext>
      1406 — <UserID>
        </UserID>
        <AccountID>
        </AccountID>
    </SecurityContext>
    <OperationStatus>
      <Errors>
      </Errors>
      <Status>
      </Status>
    </OperationStatus>
  </DocumentHeader>
  <Document>
    <Contract>
      <Status>In Dispute</Status>
      1402 — <ContractID>200</ContractID>
      <ParentContractID></ParentContractID>
      <ChildContracts>
      </ChildContracts>
      <Partners>
        <Partner>
          1404 — <AccountID>9</AccountID>
          <Relationship>Consumer</Relationship>
          <Account>
          </Account>
          <ParentAccountID>
            <AccountID></AccountID>
          </ParentAccountID>
          <ChildAccounts></ChildAccounts>
          <Attributes>
            <Attribute></Attribute>
          </Attributes>
          <AddressBooks>
            <AddressBook></AddressBook>
          </AddressBooks>
          <Level>0</Level>
          <Status>Active</Status>
        </Partner>
      </Partners>
    </Contract>
  </Document>
</DocumentBody>

```

FIG. 14A

```

<AccountTypes>
  <AccountType>4</AccountType>
  <Description>Temporary Individual level account
  </Description>
  <Name>Guest</Name>
</AccountTypes>
<EntityTypes>
  <EntityType>2</EntityType>
  <Name>Application Service Provider</Name>
  <Description>Application Service Provider
  </Description>
</EntityTypes>
</Partner>
<Partner>
  <AccountID>10</AccountID>
  <Relationship>Provider</Relationship>
  <Account>    </Account>
  <ParentAccountID>
    <AccountID></AccountID>
  </ParentAccountID>
  <ChildAccounts></ChildAccounts>
  <Attribute></Attribute>
  <AddressBooks>
    <AddressBook></AddressBook>
  </AddressBooks>
  <Level>0</Level>
  <Status>Active</Status>
  <AccountTypes>
    <AccountType>4</AccountType>
    <Description>Temporary Individual level account
    </Description>
    <Name>Guest</Name>
  </AccountTypes>
  <EntityTypes>
    <EntityType>6</EntityType>
    <Name>None</Name>
    <Description>Does not belong to any specific market
    type</Description>
  </EntityTypes>
</Partner>
</Partners>
<ContractLineItems>
  <ContractLineItem>
    <LineItemID>154</LineItemID>
    <ContractID>70</ContractID>
    <ServiceID>34</ServiceID>
    <Status>Canceled</Status>
    <StartDate>02/27/2001</StartDate>
    <EndDate>02/27/2001</EndDate>

```

FIG. 14B

```

</ContractLineItem>
<ContractClauses>
  <ContractClause>
    <ClauseID>-858993460</ClauseID>
    <ContractID>200</ContractID>
    <ClauseType>
      <ClauseTypeID>17</ClauseTypeID>
      <Name>Disclaimer of Warranty</Name>
    </ClauseType>
    <ClauseValue>dsds</ClauseValue>
  </ContractClause>
  <ContractClause>
    <ClauseID>154</ClauseID>
    <ContractID>200</ContractID>
    1408 — <ClauseType>
      <ClauseTypeID>11</ClauseTypeID>
      <Name>Term</Name>
    </ClauseType>
    <ClauseValue>New Details</ClauseValue>
    <CriticalItems>
      <CriticalItem>
        <CriticalItemType>1</CriticalItemType>
        <CriticalItemValue>82124</CriticalItemValue>
        <DisplayName>Contract Term</DisplayName>
        <Description>Term of contract in number of
          months</Description>
        <DataType>NUMBER</DataType>
      </CriticalItem>
    </CriticalItems>
  </ContractClause>
</ContractClauses>
<CriticalDates>
  <CriticalDate><DateID>333</DateID>
    <DateName>Start Date</DateName>
    <DateValue>02/27/2001</DateValue>
    <DateDescription>Agreement start date
    </DateDescription>
    <DateFlags></DateFlags>
    <DateImportance></DateImportance>
    <DateStatus></DateStatus>
  </CriticalDate>
</CriticalDates>
<Level></Level>
<ContractType>
  <Type>2</Type>
  <Name>Service Level Agreement</Name>

```

FIG. 14C

```
<Description>Service Level Agreement</Description>
</ContractType>
<Description>New Details</Description>
<ContractDocument>
  <DocumentName>ADBaba22.txt</DocumentName>
  <DocumentData>
    </DocumentData>
  </ContractDocument>
  <Update>
    </Update>
  </Contract>
</Document>
</DocumentBody>
```

FIG. 14D

+

1500

22/55

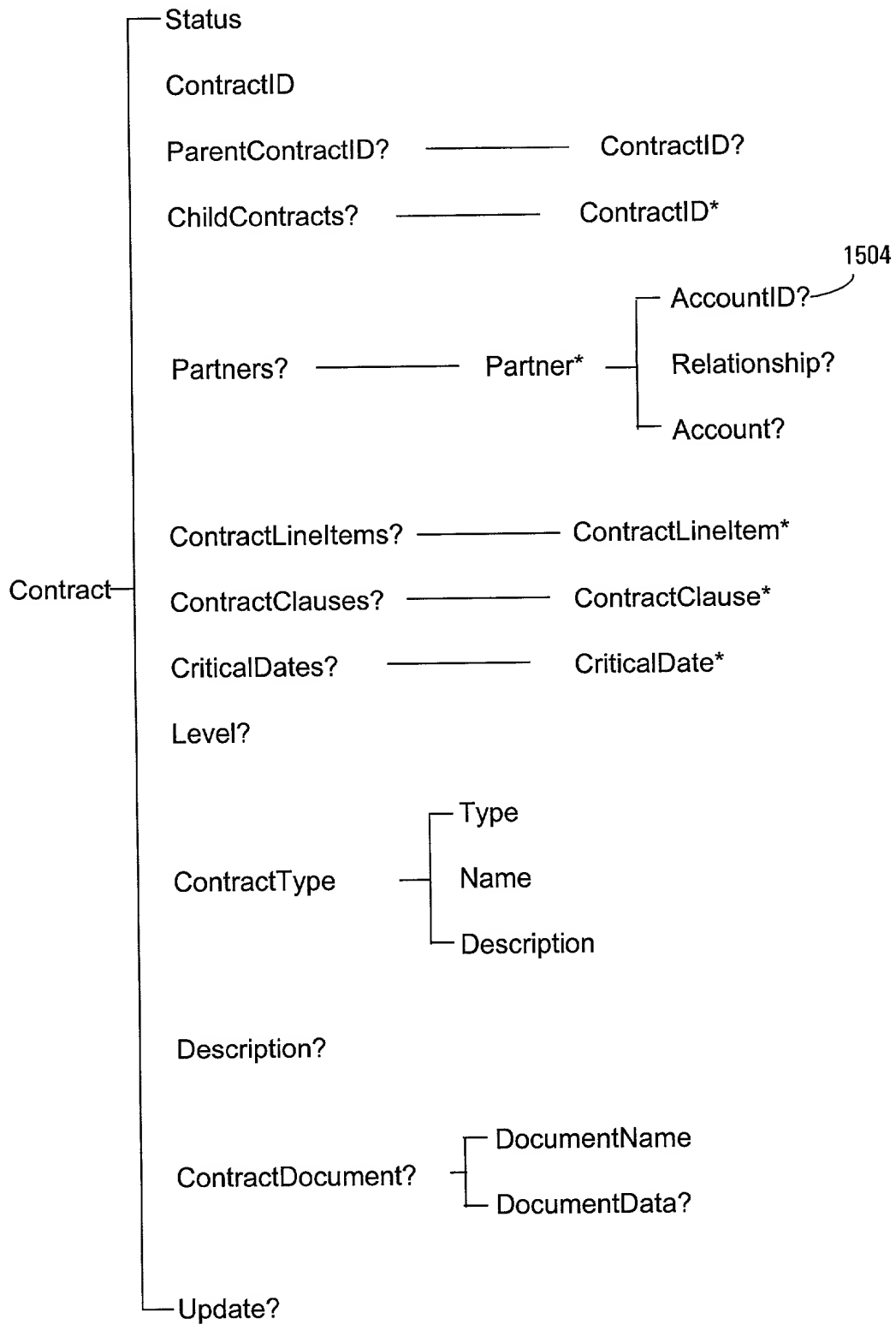


FIG. 15A

+

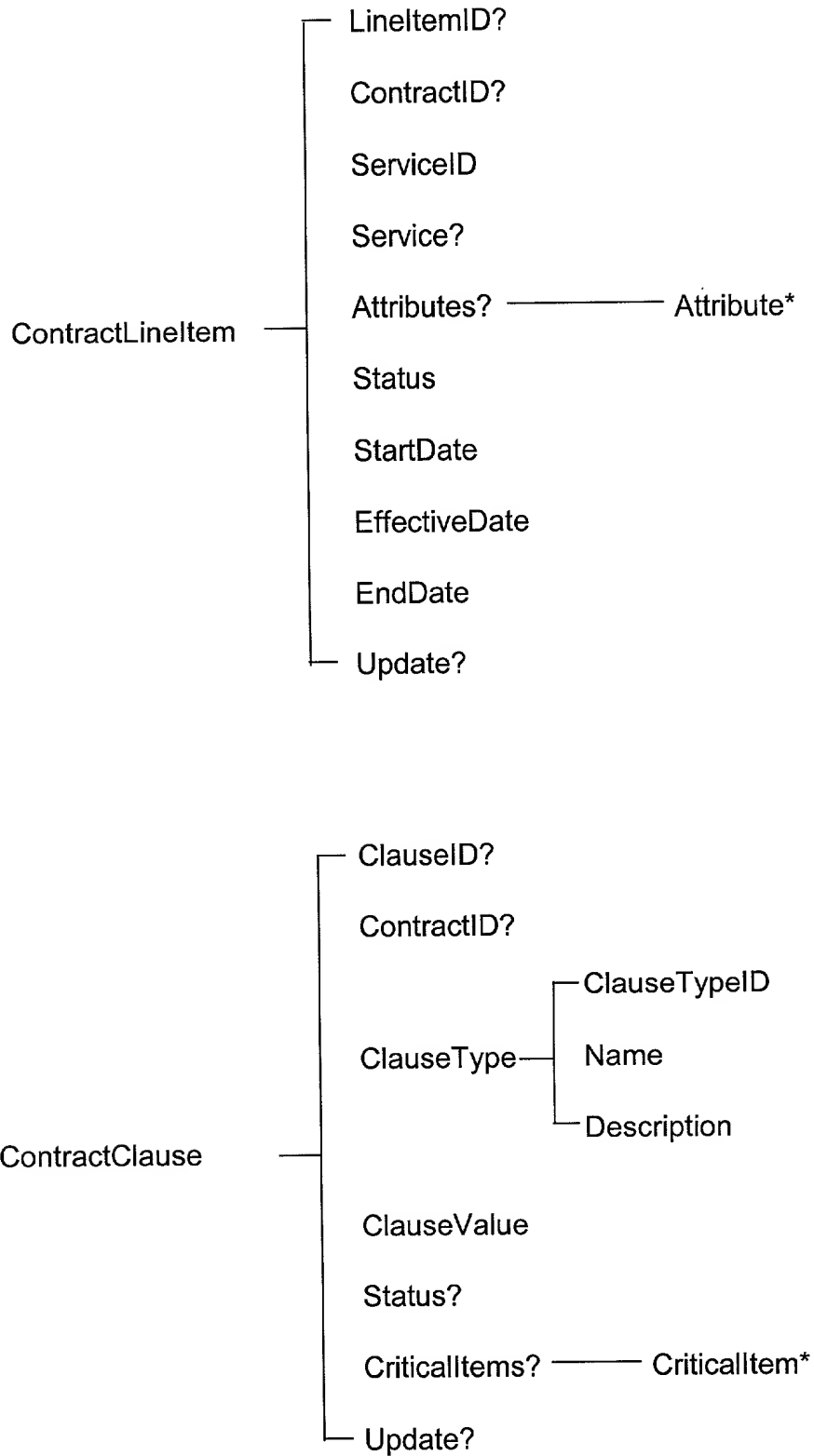


FIG. 15B

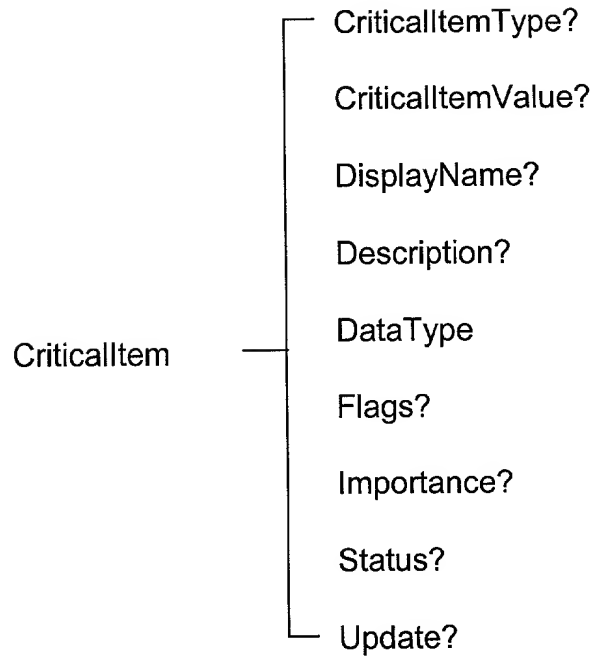


FIG. 15C

1600

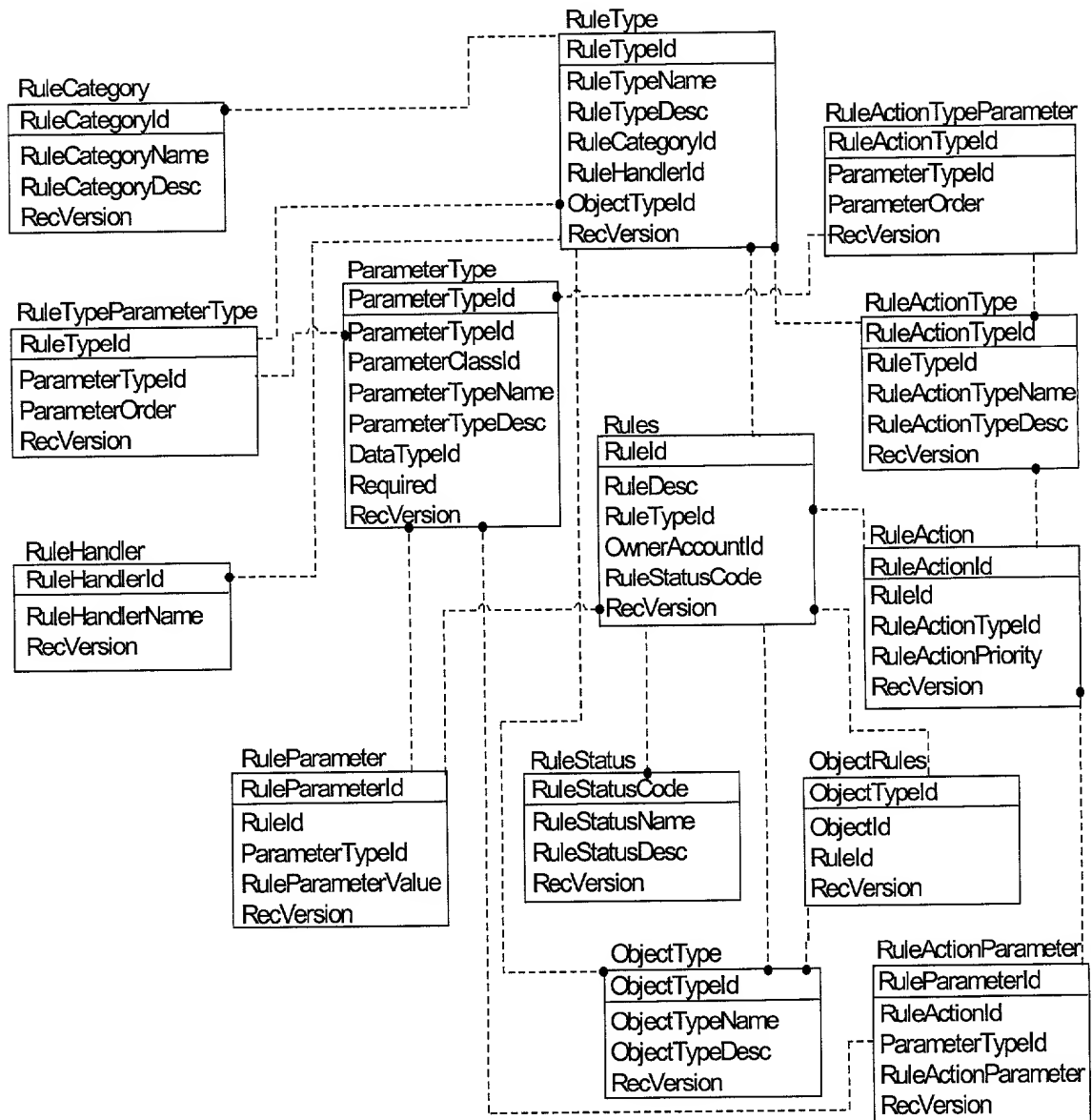


FIG. 16

1700

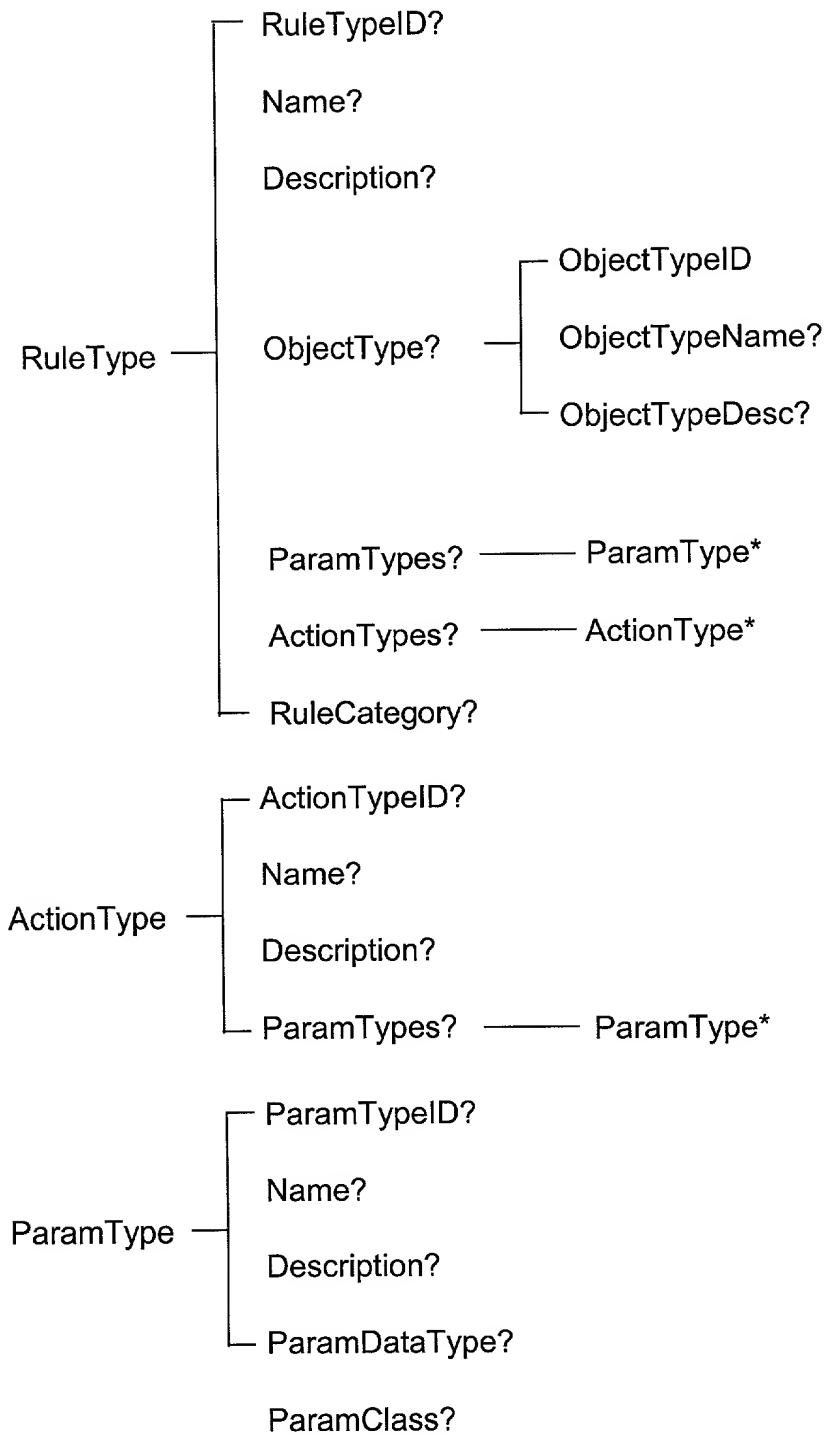


FIG. 17A

27/55

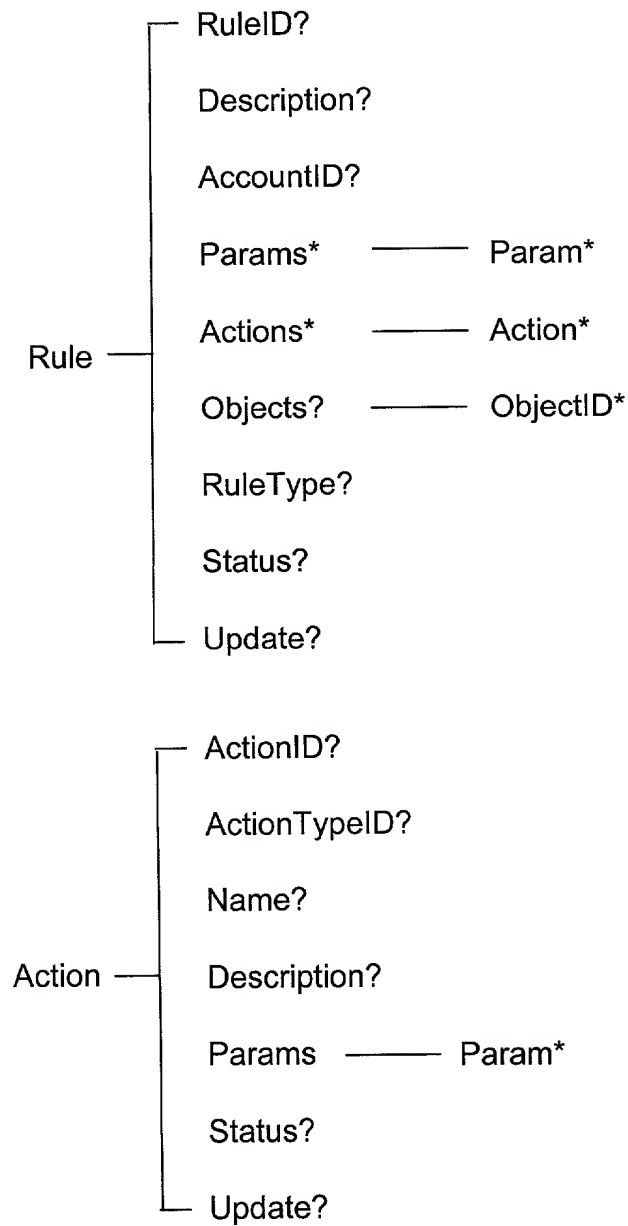


FIG. 17B

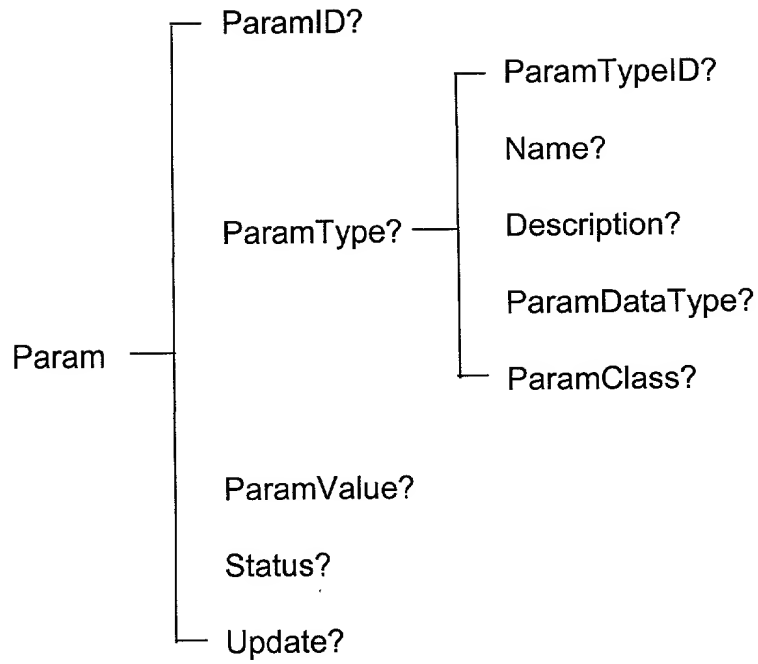


FIG. 17C

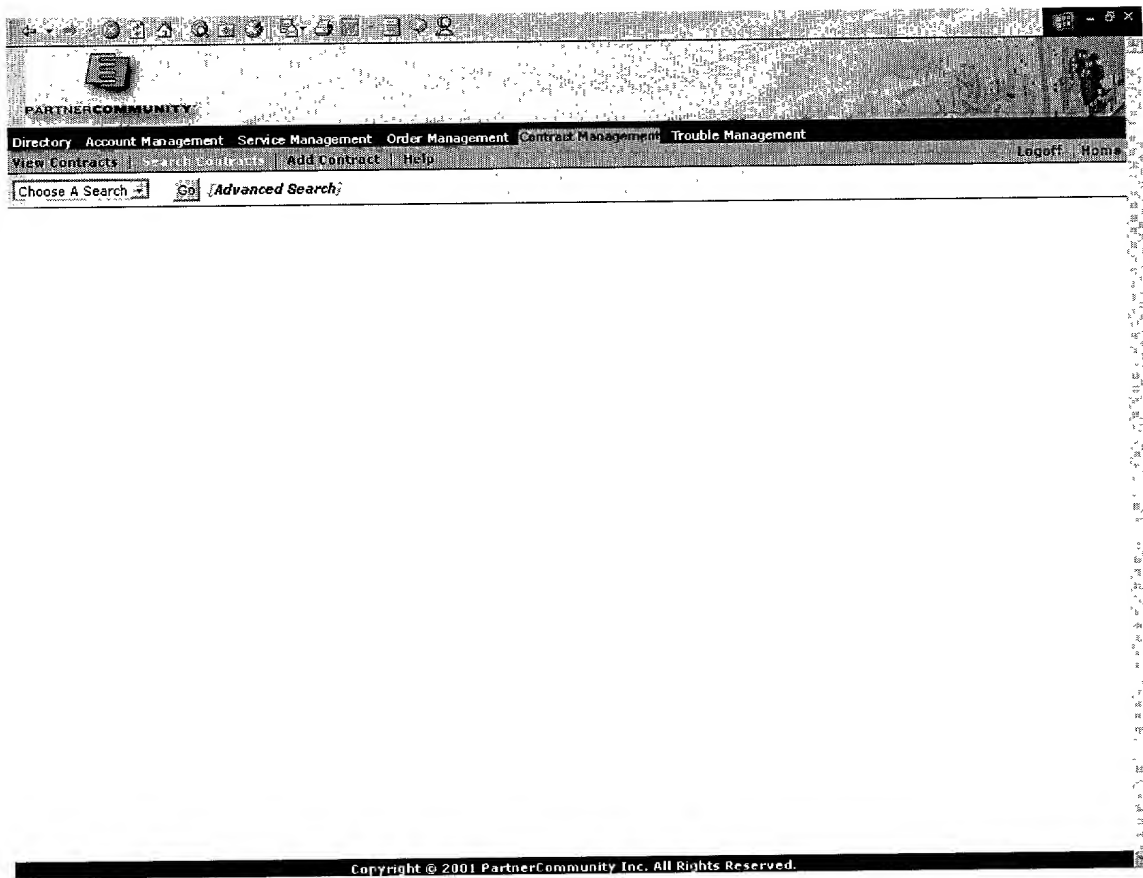


FIG. 18

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management **Contract Management** Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

1902 Step 1 Contract Meta Data 1904 Step 2 Add Clauses 1906 Step 3 Add Line Items 1908 Step 4 Review 1910 Step 5 Submit

Please Choose a Contract Type and Partner

Contract Type: Choose a Contract Type

Partner: Choose a Partner

Contract Status: Choose a Contract Status

Start Date: (MM/DD/YYYY)

End Date: (MM/DD/YYYY)

Contract Description:

Next (Step 2) >

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FIG. 19

+

2000

31/55

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please Choose a Contract Type and Partner

Contract Type Choose a Contract Type

Partner Choose a Contract Type

Contract Status ASP - Hosting Agreement

Start Date Master Level Agreement

End Date Non-Disclosure Agreement

Contract Description Service Level Agreement

Next (Step 2)

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FIG. 20A

+

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management **Contract Management** Trouble Management

View Contracts | Search Contracts | Add Contract | Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Meta Data Add Clauses Add Line Items Review Submit

Please Choose a Contract Type and Partner

Contract Type: ASP - Hosting Agreement

Partner: Choose a Partner

Contract Status: Choose a Contract Status

Start Date: 2004

End Date: 2006

Contract Description:

Active
Amended
Expired
In Dispute
Suspended
Under Negotiation

Next (Step 2) >

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FIG. 20B

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts | Search Contracts | Add Contract | Help Logoff Home

Step 1 **Step 2** **Step 3** **Step 4** **Step 5**
 Contract Make Data Add Clauses Add Line Items Review Submit

Please Choose a Contract Type and Partner

Contract Type: ASP - Hosting Agreement

Partner: Choose a Partner

Contract Status: Active

Start Date: 03/14/2001 (MM/DD/YYYY) 2008

End Date: 03/21/2001 (MM/DD/YYYY) 2010

Contract Description: Description 2012

Next (Step 2) >

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FIG. 20C

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management **Trouble Management**

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please Choose a Clause Type and Describe its Functionality

Choose a Clause Type
From the dropdown box you can Select a Clause Type.

Clause Description
For the Clause Type you have selected above enter it's description here.

Credit hrs for down time hrs 2102

3 credit hrs for each 1 hr of down time 2104

Add Clause

Below are the Clauses and Rules you have added.

Clause Type	Clause Description	Add/Edit

< Back (Step 1) Next (Step 3) >

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FIG. 21A

[View Contracts](#) | [Search Contracts](#) | [Add Contract](#) | [Help](#)

[Logoff](#) | [Home](#)

Step 1 | **Step 2** | **Step 3** | **Step 4** | **Step 5**
 Contract Meta Data | Add Clauses | Add Line Items | Review | Submit

Please Choose a Clause Type and Describe its Functionality.

Choose a Clause Type
 From the dropdown box you can select a Clause Type.

Clause Description
 For the Clause Type you have selected above enter its description here.

Add Clause

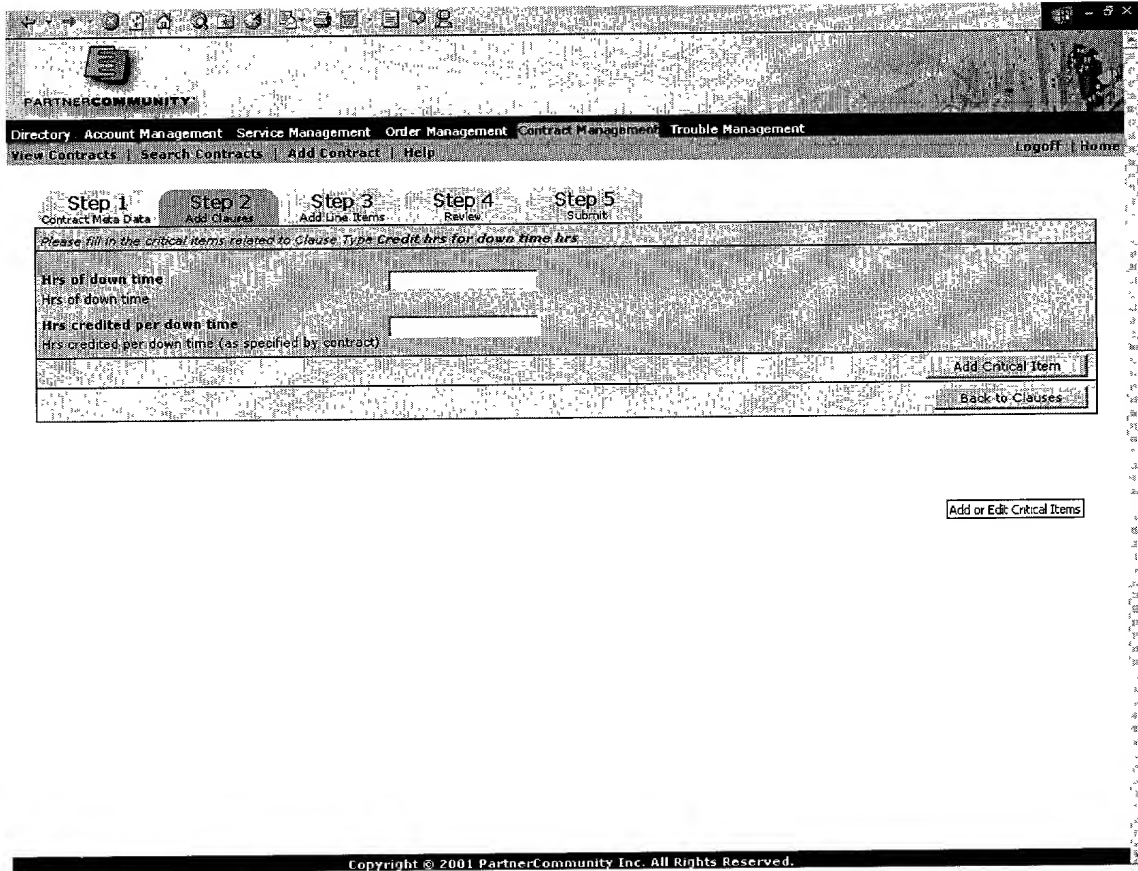
Below are the Clauses and Rules you have added.

Clause Type	Clause Description	Add/Edit
Credit hrs for down time hrs	3 cred hrs for each 1 hr of down time	Add Edit Delete

[< Back \(Step 1\)](#) | [Next \(Step 3\) >](#)

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FIG. 21B



PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please fill in the critical items related to Clause Type Credit hrs for down time hrs.

Hrs of down time

Hrs of down time

Hrs credited per down time

Hrs credited per down time (as specified by contract)

Add Critical Item

Back to Clauses

Add or Edit Critical Items

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FIG. 21C

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logout Home

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Meta Data Add Clauses Add Line Items Review Submit

Please fill in the critical items related to Clause Type Credit hrs for down time hrs

Hrs of down time	1
Hrs of down time	
Hrs credited per down time	3
Hrs credited per down time (as specified by contract)	

Add Critical Item

Back to Clauses

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FIG. 21D

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts Search Contracts Add Contract Help Logout Home

Step 1 **Step 2** **Step 3** **Step 4** **Step 5**
Contract Meta Data Add Clauses Add Line Items Review Submit





Please Choose a Clause Type and Describe its Functionality

Choose a Clause Type
From the dropdown box you can select a Clause Type.

Clause Description
For the Clause Type you have selected above enter its description here.

Add Clause

Below are the Clauses and Rules you have added.

Clause Type	Clause Description	Add/Edit
Credit hrs for down time hrs	3 credit hrs for each 1 hr. of down time	   
Hrs of down time	1	
Hrs credited per down time	3	

Back (Step 1) **Next (Step 3)**

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FIG. 21E

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Contract Meta Data
Step 2 Add Clauses
Step 3 Add Line Items
Step 4 Review
Step 5 Submit

Please choose a service and click select service.

Choose a Service
From the dropdown box you can select a service type.

Choose a Service [v]
Select Service

Below are the line items you have added:

Service Name	Status	Start Date	End Date

Back (Step 2) Next (Step 4)

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FIG. 22A

1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378</
------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	--------

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The screenshot displays a web browser window with the 'PARTNERCOMMUNITY' logo and a navigation menu. The main content area is titled 'Step 3: Add Line Items' and contains a form for adding a new line item. The form includes a 'Service Chosen' dropdown menu set to 'Hosted Exchange 2000 Advanced Service', a 'Choose a Status' dropdown menu, and two date fields: 'Start Date' (03/14/2001) and 'End Date' (MM/DD/YYYY). Below the form is a table showing the line items added, with columns for 'Service Name', 'Status', 'Start Date', and 'End Date'. The table is currently empty. At the bottom of the form, there are buttons for '< Back (Step 2)' and 'Next (Step 4) >'. The footer of the page reads 'Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.'

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Meta Data Add Clauses Add Line Items Review Submit

Please choose a status and fill in the attributes of the service.

Service Chosen Hosted Exchange 2000 Advanced Service
Choose a Status Choose a Status
From the dropdown box you can select a status
Start Date 03/14/2001 (MM/DD/YYYY)
End Date (MM/DD/YYYY)

Add Line Item

Below are the LineItems you have added.

Service Name	Status	Start Date	End Date
--------------	--------	------------	----------

< Back (Step 2) Next (Step 4) >

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FIG. 22C

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logout Home

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Meta Data Add Clauses Add Line Items Review Submit

Please choose a status and fill in the attributes of the service.

Service Chosen Hosted Exchange 2000 Advanced Service

Choose a Status Activated 2204
From the dropdown box you can select a status

Start Date 03/14/2001 (MM/DD/YYYY) 2206

End Date (MM/DD/YYYY) 2208

Add LineItem

Below are the LineItems you have added:

Service Name	Status	Start Date	End Date

Back (Step 2) Next (Step 4)

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FIG. 22D

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clause Add Line Items Review Submit

Please choose a service and click select service.

Choose a Service Choose a Service

From the dropdown box you can select a service type.

Select Service

Below are the line items you have added.

Service Name	Status	Start Date	End Date
Hosted Exchange 2000 Advanced Service ----2210	Activated	03/14/2001	2212----

Back (Step 2) Next (Step 4)

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FIG. 22E

PartnerCommunity

Directory Account Management Service Management Order Management **Contract Management** Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clause Add Line Items Review **Submit**

Please review the contract information.

Contract Information edit

Contract Type	ASP - Hosting Agreement
Partner	TeleComputing
Start Date	03/14/2001
End Date	03/21/2001
Contract Status	Active
Contract Description	Description

Clause Information Add

ClauseType	Description	Add/Edit
Credit hrs for down time hrs	3 credit hrs for each 1 hr of down time	
Hrs of down time	1	
Hrs credited per down time	3	

LineItem Information Add

Service Name	Status	Start Date	End Date
Hosted Exchange 2000 Advanced Service Activated		03/14/2001	

Contract Document

To upload document please click Browse (optional).

Browse Submit Contract >

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FIG. 23A

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please review the contract information.

Contract Information [edit](#)

Contract Type	ASP - Hosting Agreement
Partner	TeleComputing
Start Date	03/14/2001
End Date	03/21/2001
Contract Status	Active
Contract Description	Description

Clause Information [Add](#)

ClauseType	Description	Add/Edit
Credit hrs for down time hrs	3 credit hrs for each 1 hr of down time	Add
Hrs of down time	1	
Hrs credited per down time	3	

LineItem Information [Add](#)

Service Name	Status	Start Date	End Date
Hosted Exchange 2000, Advanced Service Activated		03/14/2001	

Contract Document

To upload document please click Browse (optional).

E:\Ramzi\Companies\OSPVP_101 Browse 2304 2302 Submit Contract

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FIG. 23B

+

2400

46/55

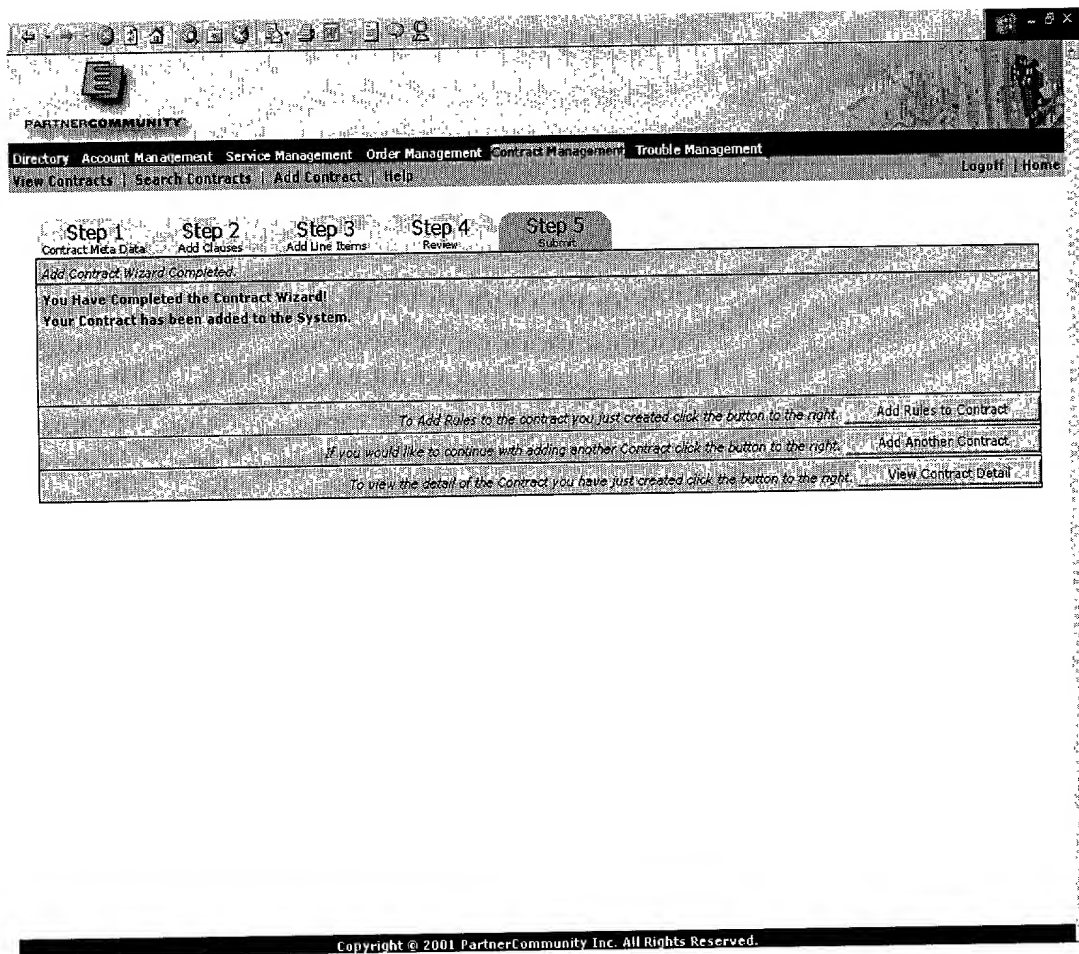


FIG. 24

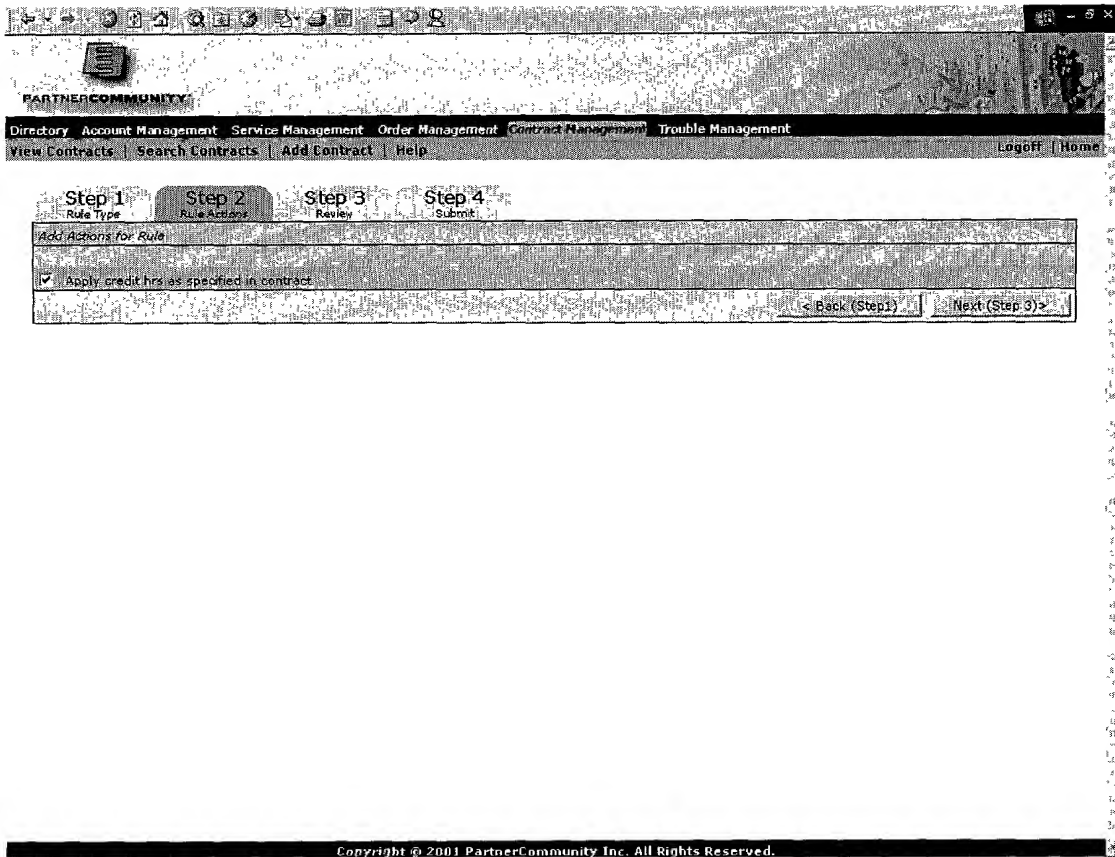
+

The screenshot displays a web browser window with the title 'PARTNERCOMMUNITY'. The navigation bar includes links for 'Directory', 'Account Management', 'Service Management', 'Order Management', 'Contract Management', and 'Trouble Management'. Below this, there are links for 'View Contracts', 'Search Contracts', 'Add Contract', and 'Help'. The main content area is titled 'Add Rules' and features a progress bar with four steps: 'Step 1: Rule Type', 'Step 2: Rule Actions', 'Step 3: Review', and 'Step 4: Submit'. The 'Add Rules' section contains a list of rules with radio buttons for selection:

- ☒ Prior to End of Contract
- ☐ Credit for down time
- ☐ Days before equipment listing update
- ☐ On contract expiration

A 'Next >>' button is located at the bottom right of the 'Add Rules' section. The footer of the page reads 'Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.'

FIG. 25A



PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Rule Type Step 2 Rule Actions Step 3 Review Step 4 Submit

Add Actions for Rule

<input checked="" type="checkbox"/>	Apply credit hrs as specified in contract
-------------------------------------	---

< Back (Step 1) Next (Step 3) >

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FIG. 25B

The screenshot displays a web browser window with the PartnerCommunity logo and navigation menu. The main content area shows the 'Rules Wizard Review' step, which includes a 'View/Modified Rules' section with an 'Add Rule' button and a 'Process Rules' button. The footer contains the copyright notice: Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Rule Type Step 2 Rule Actions Step 3 Review Step 4 Submit

Rules Wizard Review

View/Modified Rules

Add Rule To Add a rule please click add rule

After specified hrs of down time apply number of credit hrs

Process Rules >

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FIG. 25C

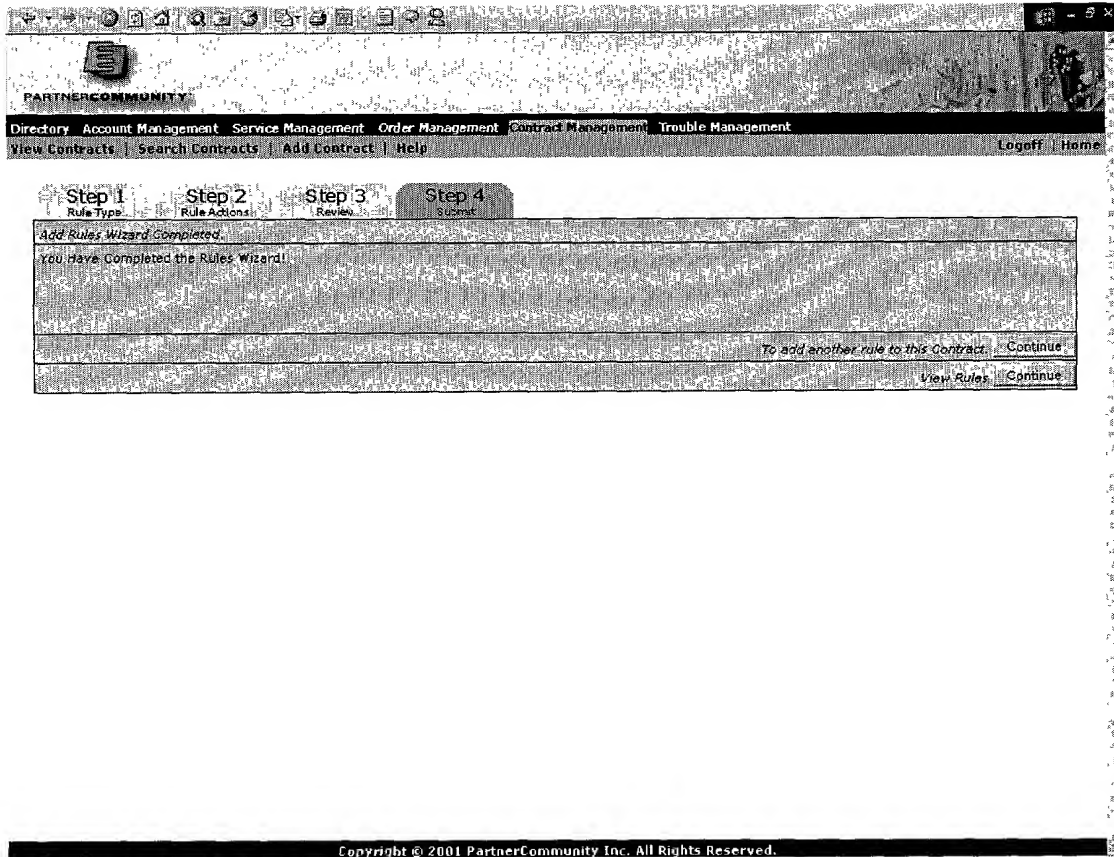
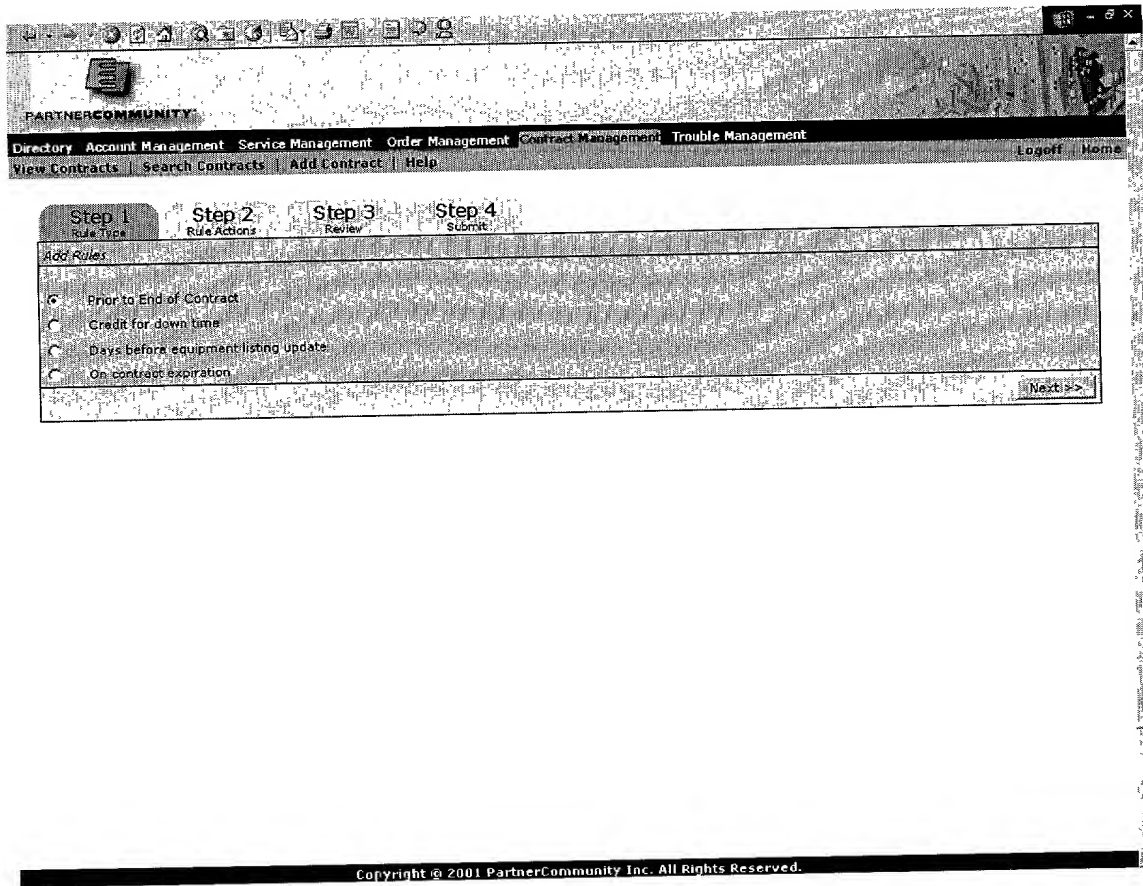


FIG. 25D



PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Rule Type Step 2 Rule Actions Step 3 Review Step 4 Submit

Add Rules

☒ Prior to End of Contract

☐ Credit for down time

☐ Days before equipment listing update

☐ On contract expiration

Next >

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FIG. 25E

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logout Home

Step 1 Rule Type **Step 2** Rule Actions **Step 3** Review **Step 4** Submit

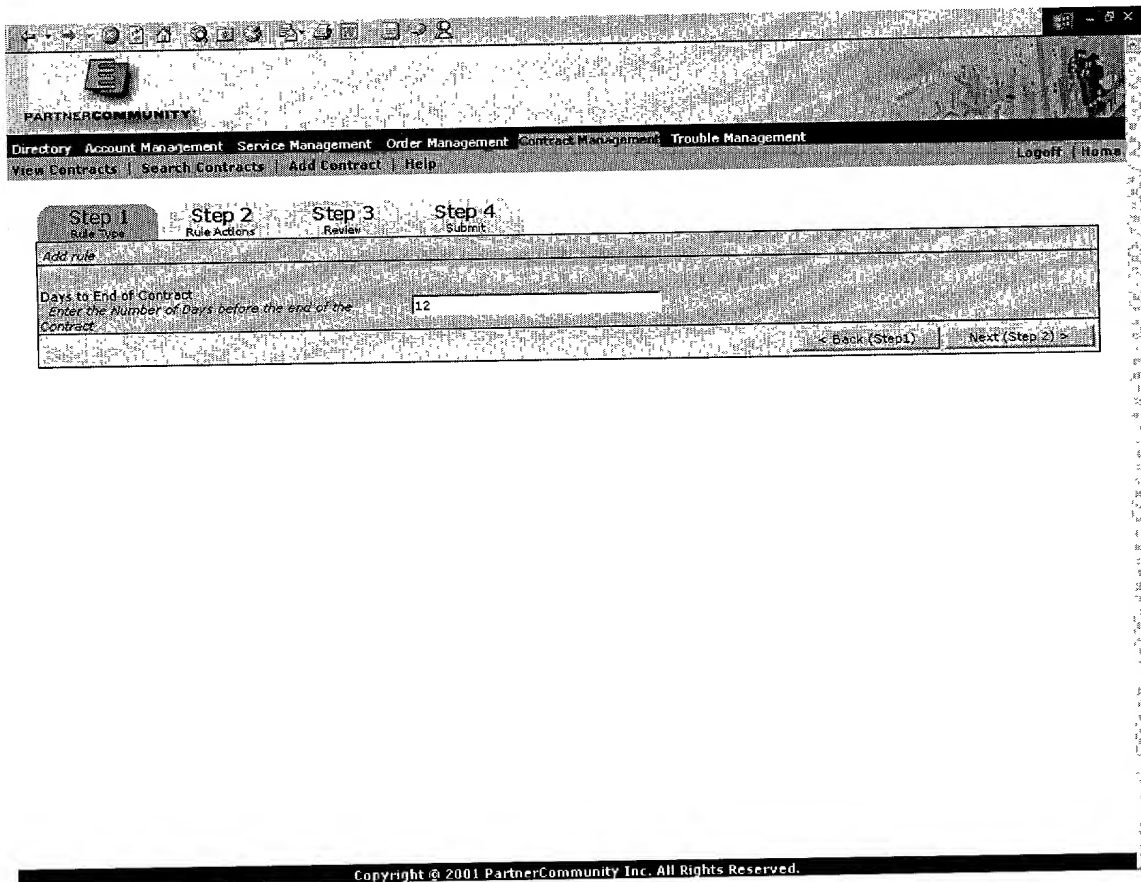
Add rule

Days to End of Contract
Enter the Number of Days before the end of the Contract

Back (Step 1) Next (Step 2)

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FIG. 25F



PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Rule Type Step 2 Rule Actions Step 3 Review Step 4 Submit

Add rule

Days to End of Contract
Enter the Number of Days before the end of the Contract

12

< Back (Step 1) Next (Step 2) >

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FIG. 25G

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The screenshot displays a web browser window with the PartnerCommunity application. The top navigation bar includes links for Directory, Account Management, Service Management, Order Management, Contract Management, and Trouble Management. Below this is a secondary bar with View Contracts, Search Contracts, Add Contract, and Help. The main content area is titled 'Add Actions for Rule' and features a four-step process: Step 1 (Rule Type), Step 2 (Rule Actions), Step 3 (Review), and Step 4 (Submit). Step 2 is the active step, showing a 'Send Email' checkbox which is checked. Below this, there is a text input field containing 'ryehia@partnercommunity.com' and a label 'Enter the Email Address'. At the bottom of the form, there are two buttons: '< Back (Step 1)' and 'Next (Step 3) >'. The footer of the page contains the copyright notice: 'Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.'

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logout Home

Step 1 Rule Type Step 2 Rule Actions Step 3 Review Step 4 Submit

Add Actions for Rule

☒ Send Email

ryehia@partnercommunity.com Enter the Email Address

< Back (Step 1) Next (Step 3) >

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FIG. 25H

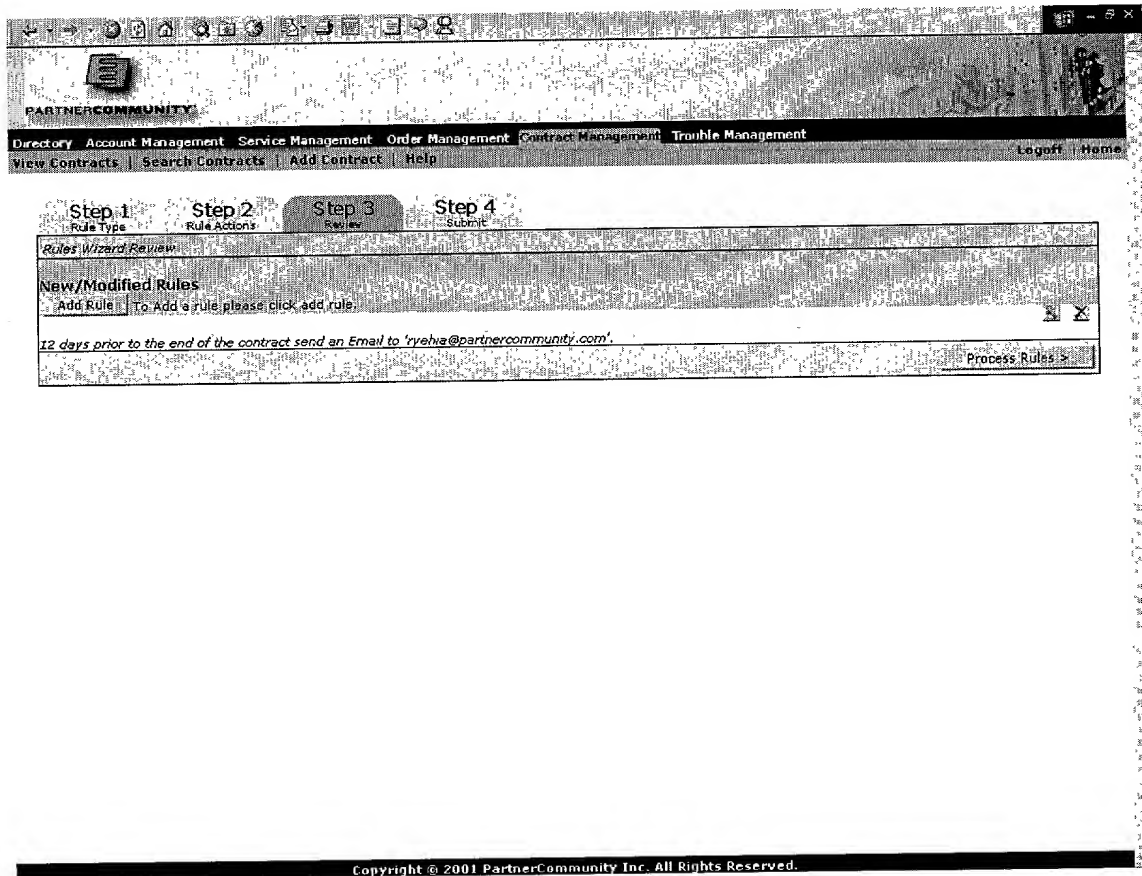


FIG. 25I